

**DoD/VA Post-Deployment Health  
Clinical Practice Guideline Broadcast**



# **SATELLITE BROADCAST Site Education Coordinator Guide**

**Live Broadcast: 30 January 2002  
1300-1500 EST**

**Webcast: Available after 31 January, 24 Hours a Day, 7 Days a Week  
Available at <http://www.swankhealth.com>**

**Jointly Sponsored by  
Office of the Assistant Secretary of Defense (Health Affairs),  
Department of Veterans Affairs,  
DoD Deployment Health Clinical Center,  
U. S. Army Medical Command Quality Management,  
U. S. Army Center for Health Promotion and Preventive Medicine  
and  
Texas Tech University Health Sciences Center,  
Office of Continuing Medical Education**

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## ABOUT THIS GUIDE

This comprehensive guide provides you with all of the necessary instructions for running a successful course. Because all of the pages in the guide are ready for you to reproduce, we suggest that you single side it when printing.

 **Don't have time to read the entire guide?** We have indicated the critical parts of the guide with ambulance icons.

## KEY INFORMATION (Live Broadcast)

| Date of Broadcast | Topics/Content  | Time          |
|-------------------|---|---------------|
| 30 January 2002   | Implementing the Post-Deployment Health Evaluation & Management Guideline in Primary Care | 1300-1500 EST |

## Test Signal – (Live Broadcast)

Date: 30 January 2002    Times: 1230 – 1300 EST

## Webcast – (Rebroadcast)

Webcast: Available after 31 January, 24 Hours a Day, 7 Days a Week  
At <http://www.swankhealth.com>

## TECHNICAL CONTACTS

### **Broadcast Trouble Lines:**

**Analog Satellite - Ku & C Band:** 301-827-3251 or 888-626-8730

**MEDCOM VTC Bridge:** (210) 637-2256 or DSN 471-9706, Ext. 2256

Other bridges may be utilized depending on the size of the call. Technical Contacts will be notified by email instructing them which bridge they have been assigned to along with contact information to coordinate a time to test equipment prior to the broadcast.

|  |                           |                     |
|--|---------------------------|---------------------|
| <b>GETN Digital Satellite Network:</b> | <b>US Army</b>            | <b>888-237-9522</b> |
|  | <b>Air Force</b>          | <b>888-236-0855</b> |
|  | <b>Air National Guard</b> | <b>888-237-0377</b> |
|  | <b>US Navy</b>            | <b>888-489-0544</b> |
|  | <b>US Coast Guard</b>     | <b>888-488-9633</b> |

### **Broadcast Call, FAX or Email Questions:**

**Satellite Broadcast Call-In Questions:** (800) 527-1401

**Satellite Broadcast Fax-In Questions:** (888) 361-4011

**Satellite Broadcast E-mail Question:** tvquestion@cdrh.fda.gov

**Note:** The Call-in and Fax-in questions only pertain the live broadcast on 30 JAN 02.

### **Web Cast Information:**


Viewable in: QuickTime Movie, Windows Media Player or Real Player.

**Where to view:** [www.swankhealth.com](http://www.swankhealth.com)

**Trouble Line:** (800) 950-4248


**Email:** [mail@swankhealth.com](mailto:mail@swankhealth.com)

## ROLE OF SITE EDUCATION COORDINATOR


 Thank you for serving as a Site Administrator for “Implementing the DoD/VA Post-Deployment Health Evaluation and Management Broadcast.” You are very important to the success of this satellite broadcast. Your commitment to making sure the program runs smoothly is an integral part of this presentation.

## OVERVIEW OF RESPONSIBILITIES

1. Market the program: Add your name and telephone number to the Fact Sheet, page 19 of this guide, and post it on bulletin boards or in high traffic areas.
2. If necessary, find a downlink site in your area that is capable of receiving C- or Ku-Band transmissions, GETN digital signals, or a site that has video teleconferencing capabilities (VTC). Satellite and GETN viewing is recommended as the highest quality viewing options. Video teleconferencing is recommended only as a **last resort** viewing option due to its low viewing quality.

 Coordinate with your **technical communications personnel** at your site (satellite, GETN, or VTC technical personnel) and have them register your site by visiting <http://www.PDHealth.mil>. Once at the site, they should click the “Guideline Broadcast” button, click “begin registration,” and follow the instructions.

3. Individual participants **DO NOT** need to register for the broadcast but they should sign-in on the attendance (sign-in) sheet. However, to obtain continuing education credit, participants will have to go to PDhealth.mil website to take the Post-Test. Immediate credit is obtained after successfully completing the examination.

 Participants will be expected to complete the on-line examination to obtain credit for the course. Immediate credit is obtained after successfully completing the examination found at <http://www.PDHealth.mil>.

4. Visit the viewing site to ensure the facility has a phone, fax, or computer with email and that the equipment is in working order. Ensure that there is sufficient seating capacity for the number of participants that you expect.
5. Make an adequate number of copies of the agenda, hand-outs, call-in or fax-in question sheets, and room direction signs. The call-in and fax-in questions pertain only to the live broadcast. Bring and distribute materials on the day of the program.

6. Facilitate the live broadcast programs.
7. Remind participants to take the examination on-line in order to obtain continuing education credit.
8. Assist participants with the continuing education process if necessary.

## **AGENDA FOR LIVE SATELLITE BROADCAST**

### **Implementing the Post-Deployment Health Evaluation & Management Guideline in Primary Care**

**30 January 2002, 1300 – 1500 PM EST**

**Jointly Sponsored by  
Office of Assistant Secretary of Defense (Health Affairs),  
Department of Veterans Affairs,  
DoD Deployment Health Clinical Center,  
U. S. Army Medical Command Quality Management,  
U. S. Army Center for Health Promotion and Preventive Medicine  
and Texas Tech University Health Sciences Center Office of Continuing Medical  
Education**

#### **Target Audience:**

All members of the direct care system and the operational medical environment primary healthcare team, to include both providers and allied health personnel.

#### **Objectives:**

1. Identify the rationale for development and implementation of the DoD/VA Post-Deployment Health Evaluation and Management Clinical Practice Guideline.
2. Identify key elements of the DoD/VA Post-Deployment Health Evaluation and Management Clinical Practice Guideline.
3. Describe risk communication strategies necessary for the assessment and evaluation of Post-Deployment health concerns.
4. Discuss the DoD/VA Post-Deployment Health Evaluation and Management Clinical Practice Guideline metrics.
5. Discuss the use of provider and patient centered Post-Deployment Health Evaluation and Management "toolkit" items.
6. Analyze DoD/VA Post-Deployment Health Evaluation and Management Clinical Practice Guideline implementation strategies for use in your setting.

#### **Overview:**

The satellite broadcast to "Kick-Off" the Department of Defense and Department of Veterans Affairs (DoD/VA) Post-Deployment Health Evaluation and Management Clinical Practice Guideline for Primary Care Providers will discuss the clinical guideline for the management of patients with post-deployment-related health concerns, the guideline metrics, and the provider and patient tools that have been developed to support primary care health team implementation of the guideline.

**Overview (continued):** The Department of Defense Deployment Health Clinical Center website, [www.PDHealth.mil](http://www.PDHealth.mil), clinical support for primary care provider management of post-deployment concerns, will be discussed. There will also be a discussion regarding strategies used to implement the guideline within direct care system primary care clinics as well as strategies used to implement the guideline within the operational medical environment. LTC Charles Engel, the DoD Guideline Consultant, LtCol Tim Corcoran, a Family Practice Physician, and a panel of subject matter experts will facilitate interactive question and answer periods with viewers during the broadcast.

**Accreditation:**

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of Texas Tech University Health Sciences Center, the U. S. Army Medical Command and the Veterans Health Administration. Texas Tech University Health Sciences Center and the U. S. Army Medical Command are accredited by the Accreditation Council for Continuing Medical Education (ACCME) to sponsor continuing medical education for physicians. Texas Tech University Health Sciences Center takes responsibility for the content, quality, and scientific integrity of this CME activity.

**Credit Designation:**

Texas Tech University Health Sciences Center Office of Continuing Medical Education designates this educational activity for a maximum of 2 hours in Category 1 credit towards the AMA Physician's Recognition Award. Each physician should claim only those hours of credit actually spent in the educational activity.

Texas Tech University Health Sciences Center Office of Continuing Medical Education presents this activity for educational purposes only. Participants are expected to utilize their own expertise and judgment while engaged in the practice of medicine. The content of the presentations is provided solely by presenters who have been selected for presentations because of recognized expertise in their field.



## **SATELLITE COORDINATES (Live Broadcast)**

The satellite broadcast is available on C-Band, Ku-Band. Satellite Coordinates are emailed directly to the technical point of contact listed on the registration form. All sites must have their **TECHNICAL POINT OF CONTACT** register on-line by **January 17, 2002**.

### **📞 Broadcast Trouble Lines:**

**Analog Satellite - Ku & C Band:**                      **301-827-3251 or 888-626-8730**

**USAMISSA VTC Bridge:**                                      **(210) 637-2256 or DSN 471-9706, Ext. 2256**

Other bridges may be utilized depending on the size of the call. Technical Contacts will be notified by email instructing them which bridge they have been assigned to along with contact information to coordinate a time to test equipment prior to the broadcast.

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|  | <b>US Navy</b>            | <b>888-489-0544</b> |
|  | <b>US Coast Guard</b>     | <b>888-488-9633</b> |

### **📞 Broadcast Call, FAX or Email Questions:**

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**Satellite Broadcast E-mail Question:**                      **[tvquestion@cdrh.fda.gov](mailto:tvquestion@cdrh.fda.gov)**

**Note:** The Call-in and Fax-in questions only pertain the live broadcast on 30 Jan 02.

### **📞 Web Cast Information:**

Viewable in: QuickTime Movie, Windows Media Player or Real Player.

**Where to view:**    **[www.swankhealth.com](http://www.swankhealth.com)**

**Trouble Line:**    **(800) 950-4248**

**Email:**    **[mail@swankhealth.com](mailto:mail@swankhealth.com)**

## IMPORTANT SATELLITE INFORMATION TO HELP YOU TUNE IN

**DATE:** January 30, 2002

**TEST TIME:** 12:30 - 1:00 p.m. ET      11:30 - 12:00 p.m. CT  
10:30 - 11:00 a.m. MT      9:30 - 10:00 a.m. PT

**PROGRAM TIME:** 1:00 - 3:00 p.m. ET      12:00 - 2:00 p.m. CT  
11:00 - 1:00 p.m. MT      10:00 - 12:00 p.m. PT

**SATELLITE TROUBLE NUMBER:** 1-888-626-8730

**EXACT SATELLITE COORDINATES WILL BE EMAILED TO YOU PRIOR TO THE BROADCAST BASED ON THE EMAIL INFORMATION SUPPLIED IN YOUR ON-LINE REGISTRATION FORM.**

1. Telstar 4 is located at 89 degrees West. You may be able to find it by choosing T2 on your receiver (the actual name of the satellite is Telstar 402).

The following programming is on Telstar 2:

|                         |   |
|-------------------------|---|
| Channels 12, 14, 21, 22 | ABC network feeds   |
| Channel 13              | CBS network feeds   |
| Channel 18              | PBS occasional feeds                                      |
| Channel 7               | We hesitate to say... but Adult Programming promo channel |

2. GE3 is located at 87 degrees West (two degrees west of GE 2).



The following programming is on GE3:

|               |                           |
|---------------|---------------------------|
| Channels 4, 7 | Fox News occasional feeds |
| Channel 9     | CNN Newsource             |

3. It is very important for you to test your equipment as soon as possible to ensure that it is functioning properly and to see if you can get programming from the satellite we'll be on. Storms can cause damage and/or move your antenna out of alignment or you may not have your satellite of choice programmed in. Do not wait until test time to discover problems. If you think your dish and/or receiver are malfunctioning or not programmed correctly, have them checked out by a professional well before the program.
4. Although a Troubleshooter will be provided, we cannot guarantee the performance of your equipment.

## **CONDUCTING A SUCCESSFUL COURSE**

### **Four Weeks Prior to the Course**

1. Identify the technical contact at the viewing site to register the site and for possible assistance before and during the broadcast.
2. Reserve a viewing site and identify the site contact. Schedule the viewing site from 1200 until 1530 EST on 30 January 2002 to view the live broadcast. Ensure the site can accommodate the expected number of attendees. Reserve a room with tables and chairs, TV monitor(s), telephone for call-ins during broadcast, a computer to send email messages, or a fax machine. If possible, the telephone, fax, and computer should be located outside of the viewing room.
3. Copy the Fact Sheet on page 19 and post it in various locations to promote the broadcast. Distribute the sheet to interested persons. A downloadable fact sheet is also located on the Internet at <http://www.PDHealth.mil> website.
4.  If you will be viewing via VTC, ensure that the site technical contact has tested the site with the appropriate bridge. All videoconference customers must test their equipment with the appropriate bridge in order to protect the integrity of each conference.
  - ✓ Each site is responsible for coordinating a test date and time for the video/audio equipment to be tested with their assigned bridge.
  - ✓ During the call, the bridge will verify maximum bandwidth capability, verify equipment compatibility, and gauge user familiarity with the equipment.
7. Tell the site and technical contact you would like to make a site visit 4 weeks prior to the course.
8. Call your viewing site contact and make an appointment to visit the site.
9. During the visit, complete the following:
  - Meet the technical contact that will be available during the broadcast. Explain the broadcast agenda and provide/confirm satellite specifications.
  - Verify availability of a telephone and computer (computer is optional) for use during the course for call-in questions (preferably outside of the viewing room).
  - Verify availability of a fax machine (optional) and be familiar with its operation.
  - Know the location of restrooms, snack bar, telephone, etc.
  - Know the procedure for handling emergencies (technical contact, fire exits, etc.).
  - Know facility rules concerning smoking, food, etc.
  - Obtain permission and locations to post classroom location signs.
  - Make arrangements for comfortable tables and chairs.
  - Note parking arrangements and availability.
  - Ensure TV monitors or projection screens are appropriate sizes for the audience.
  - Get maps or directions to the site and become familiar with them.
9.  Monitor number of participants in relation to room capacity.

## Two Weeks Prior to the Course

1. Remember, participants will be taking the examination on-line. Participant materials can be obtained at <http://www.PDhealth.mil>.
2. Monitor the number of participants in relation to room capacity.
3. Make copies of the Sign-In sheets for the broadcast.
4. Make a final check on telephone, fax, and computer availability for call-ins. Remind the site contact of any special classroom arrangements.
5. Review the Satellite broadcast agenda.

## One Week Prior to the Course: Assemble the following to for your viewing site

- Copies of all student materials. These materials are available on the Internet at <http://www.PDHealth.mil>.
- Site Administrator Guide, available on the Internet at <http://www.PDHealth.mil>. Click on the "Site Administrators" button.
- Sufficient number of signs identifying the entrance(s) to your viewing site.
- Sufficient copies of the phone and fax-in question sheets.
- Name, telephone number and pager number of your site's technical contact.
- Sign-In sheets.

## Day of Satellite Broadcast

1. Bring a generous supply of humor and patience to deal with potential problems. Arrive 1 hour early to post signs, check the room, set up course materials, etc.
2. Turn on the TV monitor at 1200 for the live broadcast to see the test signal, showing color bars and the title of the program.  
  
**⚠ If you do not see the test signal, ask your viewing site technical contact for IMMEDIATE assistance.**
3. When participants arrive, welcome them and have them sign-in.
4. Offer participants fax, telephone, and computer (if available) instruction so that they can interact with the program instructors.

## 30 Minutes Prior to Program Start Time

1. Introduce yourself and your agency (see the script below), and identify yourself as the training administrator for all satellite broadcast sessions for the live or rebroadcast programs.
2. Provide students with the location of restrooms, vending machines, pay phones, and other pertinent information related to the facility. Inform them of any rules regarding food or beverages in the viewing area, and ensure students have parked in approved areas. Below is a suggested script.

*Welcome, my name is \_\_\_\_\_. I represent the \_\_\_\_\_ (agency).  
I will be your Site Administrator for each of our sessions.*

*We will join our national classroom in approximately 30 minutes.*


- *Go over instructions for how the course will operate.*
- *Review registration and examination procedures.*

*The final exam is an open book examination that must be completed on-line to receive credit.*

*The restrooms/snack bars are located \_\_\_\_\_.*

*If any of you have parked in the \_\_\_\_\_ zone, you may want to move your car. This is the only parking place where you might get a ticket or be towed. You can find plenty of parking in the \_\_\_\_\_ zone.*

*This is an interactive satellite broadcast and you are encouraged to call or fax-in questions. The moderator/instructor will let you know when to call. I have copies of the Telephone Call-In Sheet and a Fax-In Sheet for you to write down your questions. Please fill them in. **Try to keep questions short.** IF phone available) The phone is located \_\_\_\_\_. Questions may be called in to the broadcast, but will not be live. (IF fax available) If you fax in questions, I will fax the question form in for you. If you would like to email questions, the computer is \_\_\_\_\_. Are there any questions?*

3.  Instruct participants to go on-line to complete the evaluation and examination. After completing the exam, students will print their Continuing Education certificate from their computer.

### **DURING THE LIVE BROADCAST**

- When the moderator or instructor tells the participants to telephone or fax their questions or answers regarding local concerns and activities, encourage participants at your site to do so.

### **AT THE END OF THE BROADCAST**



Remind students to complete the evaluation and examination on-line at <http://www.PDHealth.mil>. After completing the exam, students will print their Continuing Education certificate from their computer.

**Important** Remind participants that they must answer evaluation questions to receive credit.

- Thank participants for their attendance.
- Remove the signs you posted.
- Thank your viewing and technical site contacts.

**Implementing the Post-Deployment Health Evaluation & Management  
Clinical Practice Guideline in Primary Care Broadcast**

**TELEPHONE CALL-IN INSTRUCTIONS**

**PHONE NUMBER: (800) 527-1401**

When calling into the broadcast center, you will be asked to hold the line. While on hold, you will be able to hear the program in progress. When you hear the moderator announce your city and state, turn down the volume on your TV set and ask your question.

Name: \_\_\_\_\_  
(Optional)

**Operator: “Please tell me the site, city, and state from where you are calling.”**

Site: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

**“What is your question?”**

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## Integrating the Post-Deployment Health Evaluation & Management Clinical Practice Guideline in Primary Care Broadcast

## FAX-IN QUESTION INSTRUCTIONS

**PHONE NUMBER: (888) 361-4011**

Name: \_\_\_\_\_  
(Optional)

**SITE, CITY, AND STATE FROM WHICH YOU ARE FAXING:**

Site: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

**QUESTION:**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



**Implementing the DOD/VA Post-Deployment Health Evaluation  
& Management Clinical Practice Guideline in Primary Care**

**Satellite Broadcast**

**Wednesday, 30 January, 2002**

**1300-1500 Eastern Time**

***Attendance Sheet***

**Facility:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

Page \_\_\_\_ of \_\_\_\_

| Name | SS# | Discipline |
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**Please fax the completed Sign-in Sheet to  
US Army, MEDCOM, Quality Management – 210-221-8478**

# Satellite Broadcast

## Implementing the DoD/VA Post-Deployment Health Evaluation and Management Clinical Practice Guideline in Primary Care

**For:** All members of the direct care system and the operational medical environment primary healthcare team, to include both providers and allied health personnel. Managed Care Support Contract network providers may also benefit from broadcast information.



**Date:** Wednesday, 30 January, 2002  
1300-1500 Eastern Time

**Where:** Available by satellite broadcast, closed circuit military TV networks, internet and video-teleconference at your local facility.



**How to Register:** All sites must be registered. Contact your facility satellite/technical coordinator to register your facility at: <http://www.PDHealth.mil>

**TECHNICAL NOTE:** VTC will be broadcast at a minimum bandwidth of 384.

### Additional Information:

For further information contact:  
U.S. Army Medical Command,  
Jan O'Quinn  
Commercial: (210) 221-6527  
DSN: 471-6527  
[jan.oquinn@cen.amedd.army.mil](mailto:jan.oquinn@cen.amedd.army.mil)  
The AMEDD Website:  
<http://www.cs.amedd.army.mil/qmo>

Jointly Sponsored by  
Office of Assistant Secretary  
of Defense (Health Affairs),  
Department of Veterans Affairs,  
DoD Deployment Health Clinical Center,  
U. S. Army Medical Command,  
U.S. Army Center for Health Promotion  
And Preventive Medicine  
and  
Texas Tech University  
Health Sciences Center  
Office of Continuing Medical Education

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**What: Implementing the Post-Deployment  
Health Evaluation & Management  
Clinical Practice Guideline in  
Primary Care Broadcast**

**Where: Building \_\_\_\_\_  
Room # \_\_\_\_\_**

**When: 30 January 2002  
1300 - 1500 EST**